This training manual has been developed by the MYOB Enterprise Division - Professional Services Training for use in the delivery of training.

This manual uses a simple step-by-step approach to give you the skills and knowledge necessary to process sales and orders in your EXO Business system.

This manual has been designed for the following MYOB product:

- EXO Business

MYEBSO

Sales Orders

EXO Business

Course duration: 0.5 days

ABN 13 086 760 198

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Edition: **8.6**

Participants

This course is aimed at:

- Users of EXO Business.

Prerequisites

Basic PC experience is required.

Understanding of payroll processes and procedures.

Instructional method

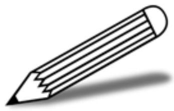
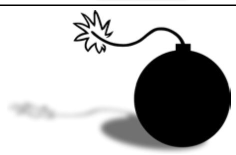
The instructional method combines trainer-led demonstrations with hands-on student practice. You will work through a series of examples. Each unit concludes with a Review Task.

Conventions used in this manual

- Objects such as buttons or icons that you must click or select are shown in **bold**.
- Information to be entered (typed in) is shown in ***bold and italics***.
- Keyboard keys are shown as TAB, CTRL, etc.

Screenshots in this manual are for illustration purposes only and may differ from those in the actual product due to configuration settings.

Symbols used in this manual

Symbol	Name	This symbol tells you...
	**Practice task** **Review task**	… to complete a task to practice the skills you have just learnt, or as a review task at the end of the unit to consolidate what you have learnt.
	**Written Review task**	… to complete written questions to review the content covered in the unit.
	**Optional Challenge**	… to complete this task if you have finished early and are looking for an extra challenge.
	**Tip**	… about helpful tips
	**Note**	… to take note of an important message.
	**Warning**	… about potential problems to be aware of.
	**Important**	… to pay attention to an important notice.
	**New**	… where features are new for EXO Business.
	**Reference**	… where to go to find more information.
	**Skills Checklist**	… to tick off a list of skills that you have learnt during the unit.

Objectives

In this coure you will learn how to enter and supply sales orders.

Upon completion of this course you will be able to:

- Describe the standard MYOB EXO Business sales cycle.
- Enter sales orders and discounts.
- Process a sales order and generate invoices.
- Email /Print invoices.
- Sell kits.
- Receive and allocate payments.
- Search for invoices.
- Edit invoice reference fields.
- Generate credits.
- Access auto order templates for customers.
- Process backorders and standing orders.
- Produce standard sales reports.

Navigational & Function Keys

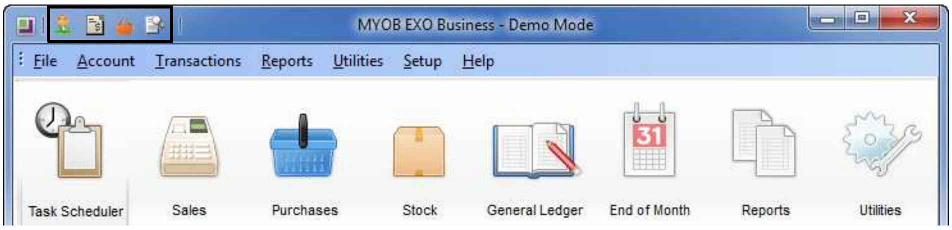
MYOB EXO Business can be navigated by keyboard or mouse, however a combination of both is generally used. The standard keyboard convensions for Windows are used, with a few MYOB EXO Business-specific options.

Windows Navigation Keys	
TAB	Moves from field to field, column to column
SHIFT+TAB	Moves backwards from field to field, column to column
ENTER	On open dialogue boxes, automatically select the OK button.
ARROW KEYS	Moves around a grid, or up and down a list.
PAGE UP, PAGE DOWN	Moves between the “sections” of some screens, such as moving from the invoice header to the body to the end.
ALT + (Underlined Letter)	ALT key plus the underlined letter on a field label activates that function, e.g. ALT + N within a the debtor account screen creates a New Debtor.

MYOB EXO Business Function Keys/Shortcut Keys	
F1	HELP
F3	Debtor accounts search screen
F4	Sales Order search screen
F6	Debtor Invoice entry screen
F7	Invoice Number search screen
F9	Enter sales message (within an order/invoice)
F10	Alternative delivery address (within and order/invoice)
RIGHT + CLICK	Right-click on Exogrid header or certain field to acces additional functions or options.
CTRL + 0	Create one-off stock items (within an order/invoice)
CTRL + L	Stock level enquiry (within an order/invoice)
CRTL + N	New line narrative (within an order/invoice)

Shortcut Menus

A shortcut menu is available at the top of the main window of each EXO Business module. This menu offers quick access to commonly used functions, e.g. accessing the Debtors Masters, accessing the Stock Masters, creating a new Sales Order, etc. Any menu item that has a shortcut key assigned will automatically appear in the shorcut menu.



Shortcut Menus

Contents

The Sales Cycle

1

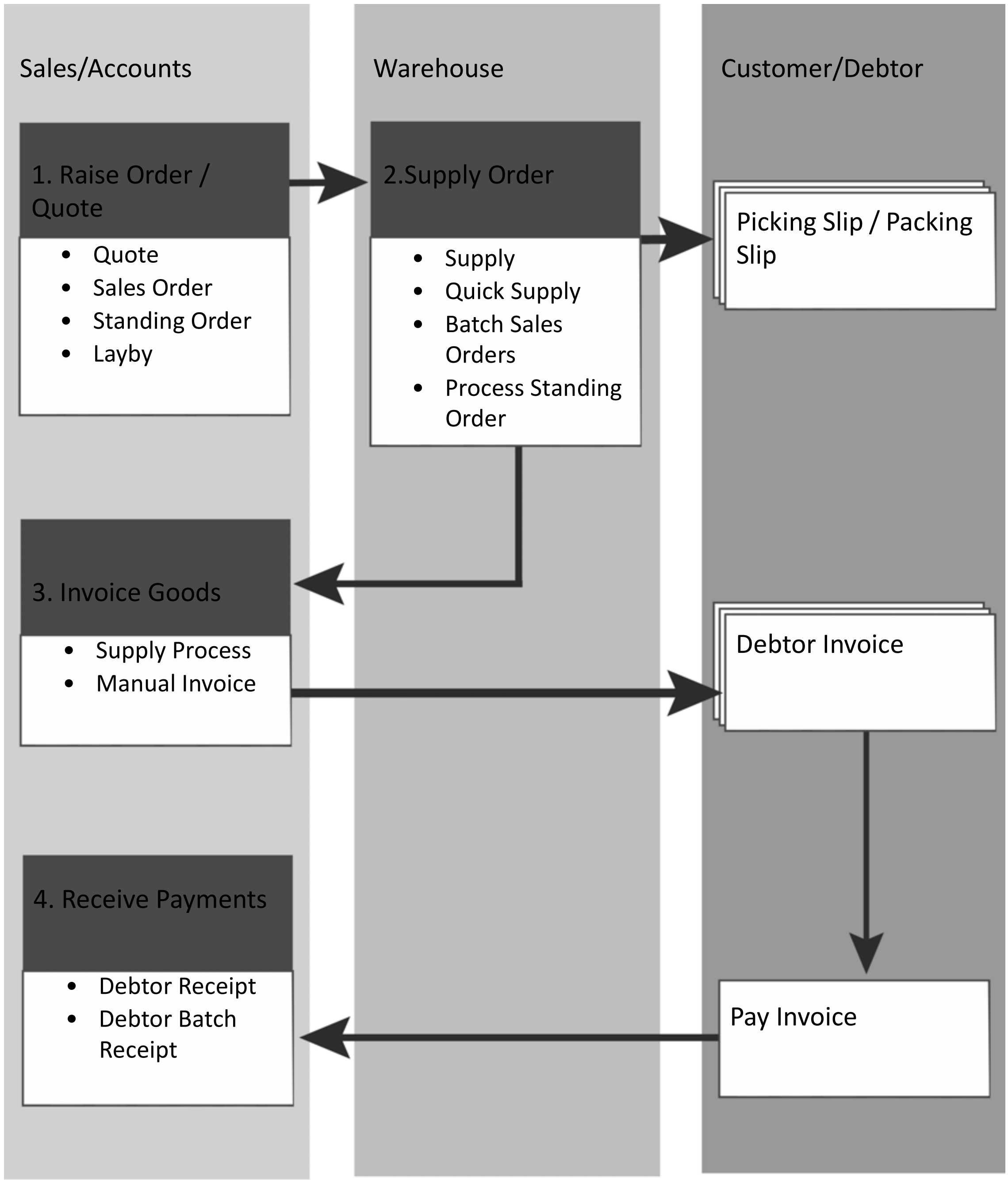
This unit will provide an overview of the sales processes.

By the end of this unit, you will be able to:

- Describe the sales process
- List the methods available for processing sales

Overview

The way that sales are processed in MYOB EXO Business can vary significantly. We have focused the learning content on those processes which are generic to most implementations. This training module is intended to support the customised training offered by your implementing partner.



Sales Options

Over the following pages we will be looking at each of the four steps in the sales process, however there are essentially two common methods for entering and processing a sale.

Sales Order method

The first is a four step process (sales order supply process) which enables use of sales orders, backorders and quotations.

- Enter sales order
- Supply order
- Invoice goods
- Receive Payment

Invoice method

If you do not use sales orders, you may choose to adopt a simplified, two step method:

- Invoice goods
- Receive Payment

Skills checklist

Tick the skills that you have learned in this unit.

Skills	✓
List the steps in the sales process	
List the method available for processing sales	

Entering Sales Orders

2

In this unit you will learn how to enter a sales order.

By the end of this unit, you will be able to:

- Enter a Sales Order

Enter sales orders

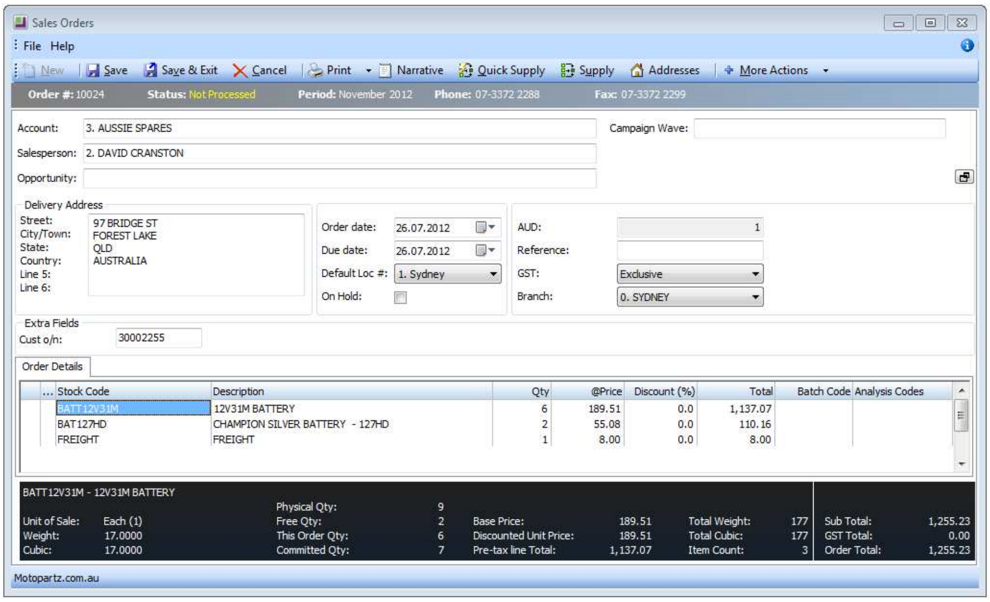
Transactions > Sales Order (F4)

You can create a sales order, quote, standing order or layby for your customers via the transactions menu or from the **Debtor Account > Orders** tab. You can also click on the **Create/Supply Sales Orders** item on the Sales screen menu.

To create a new sales order/quote

1 Open Sales Order screen. Go to **Transactions > Sales Order** or press **F4**.

2 Create a new order. Click on the  button (or click on the dropdown arrow to enter a Quote, Standing Order or Layby).



Sales Order Entry Screen

3 Select the account. Search for the correct account via the account number, part of the account name or ***?-TAB***.

NOTE

If EXO CRM is installed and licensed, fields will be available to track the **Opportunity** and **Campaign Wave** that generated this Sales Order.

4 Complete the header fields as appropriate.

TIP

If a contact has been specified for the Sales Order, any correspondence for the order will be sent to the contact's email address, instead of the email address on the Debtor Account. Contact your EXO Business Consultant if this option is not available and you would like to make use of this functionality.

5 Enter the ***Order Date.***

- Enter the ***Due Date***.
- The **Default Location** is the default location from where the stock is being sourced. Different stock locations can be set for each line item if required.
- The **Reference** field can be used to enter an additional reference.
- From the **Branch** dropdown list, select the sale is being assigned to.
- Enter the **Cust o/n** (customer order number) in the Extra Fields section, as well as completing any other Extra fields that may have been configured in your system.
- Select the **On Hold** option if the order needs to be put on hold. The order will appear in red and will not be able to be supplied until the option is unselected.

6 Enter stock information. In the order details tab, enter the stock item code (or use ***?-TAB*** to search). Enter the quantity and check the sell price.

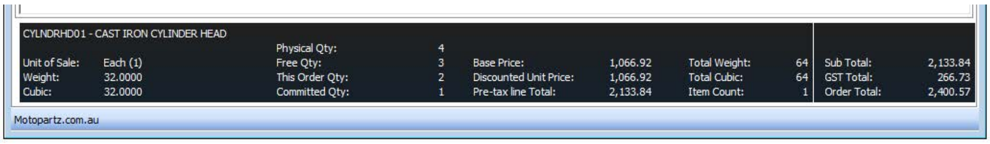
- Discounts can be offered either by a percentage for each sales order line or by overwriting the sell price if your user profile allows. Certain other price rules may apply depending on your configuration which may limit your ability to discount stock items.
- To add an individual stock item narrative, right click on the line and choose **Add Narrative** (or **CTRL+N**).
- To view stock levels in all locations press **CTRL+L**.
- Click in the ... column to edit the discount and tax rate, Extra Field line values or to view the Price Formulation method used for pricing and discounting.
- Click on the  icon in the toolbar to add a narrative to the entire sales order.

NOTE

When the price of a sales order line is changed, the colour of that line changes to purple.

- Click on the  button to minimise/maximise the sales order header panel. This is useful if you have many line items to enter and view.
- Click on the  button to check the prices against the latest cost and selling prices for each stock item. A message will appear, prompting you to either keep the existing prices (**Yes)** or re-apply the latest prices (**No**) to the order.

- The information bar at the bottom of the Sales Order screen provides various information regarding the stock in the selected line.



Sales Order - information bar

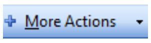
Physical Qty:	This is the quantity of stock n the system.
Free Qty:	This is the quantity of stock that is available for sales. Stock being sold on this order will be excluded from this value once the order is saved.
This Order Qty	This is the quantity of stock begin sold on this order. The value in brakets indicate the net change in quantity since the order was last saved. **Note:** When supplying the Sales Order, the quantity for this order will also be shown on the Stock Shortage screen.
Committed Qty:	This is the quantity of stock already committed to sales orders, including this order.

- The **GST Total** shown on the bottom of the Sales Order will be calculated on the **Sub Total**. If the GST on a particular line item was changed, or lines items do not have the same GST rate, the **GST Total** will be the total of the GST for each line item.

7 Save the Order. Click on 

. The system will assign the next order number and prompt you to enter a deposit (if required).

If you need to check stock or there is a shortage of stock for the sales order to be supplied, you can check the stock or create purchase orders to purchase the necessary stock from the supplier.

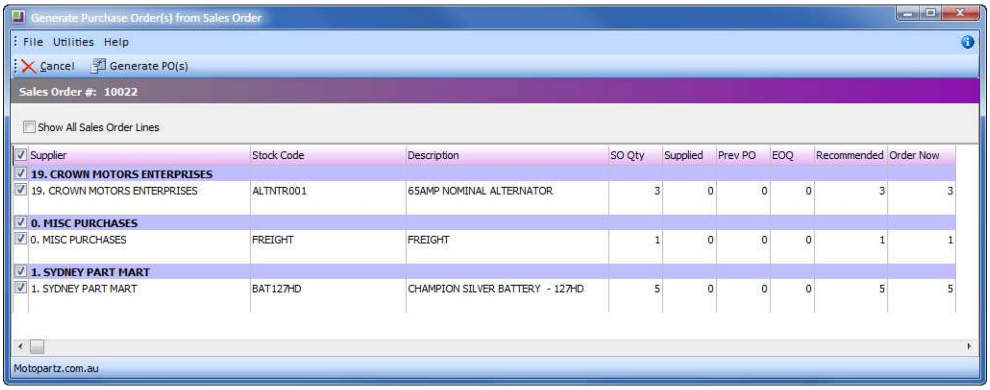
8 Click on the 

drop down menu, to see stock levels, choose the option to **Review Stock Availability.** If stock is required to be purchased choose the option **Generate PO(s)** from the drop down menu to open the screen **Generate Purchase Order(s) from Sales Order.**

NOTE

By default, only line items that have stock shortages are displayed; selecting the **Show all Sales Order lines** option displays the details of all lines on the Sales Order.

9 A screen will appear, listing the stock entered on the sales order.



List of Purchase Orders to be generated from a Sales Order

10 Click on the **Supplier** option to select all the suppliers for which purchase orders are to be generated.

11 Click on specific suppliers if purchase orders are to be generated for those suppliers only

12 Click on the More Actions button.

13 The Purchase Orders screen will appear for each supplier.

14 Make any required changes to each purchase order, clicking on **Save & Exit** on each purchase order.

15 Once all the purchase orders have been created, you will return to the **Generate Purchase Order(s) from Sales Orders** screen.

16 Click on the **Cancel** button to return to the sales order.

TIP

SALES MESSAGES: Press **F9** to add a sales message from a list of preconfigured messages that will be entered into the description column of the sales order. If the preconfigured sales messages have not been setup you can create these as you go.

Skills checklist

Tick the skills that you have learned in this unit.

Skills	✓
Enter a Sales Order	

Supply Sales Orders

3

In this unit you will learn how to supply sales orders.

By the end of this unit, you will be able to:

- Use the Supply option
- Use the Quick Supply option

Supply Sales Order

The second part of the four step sales process is to supply the sales order. There are a number of ways that you can supply a sales order, however it is generally recommended that you use the **Supply** option. This provides the most flexibility in terms of how goods are supplied and invoiced.

Before supplying a sales order, you will need to search for the order. Sales orders can be accessed via the orders tab on the debtor account or on the **Sales Order Search Screen**.

Options for Supplying Sales Orders

Sales orders can be supplied via:

1. Quick Supply (supplies the order in its entirety).
2. Supply (provides the most functionality and flexibility).
3. Batch Sales Order Processing (supplies multiple entire orders at the same time)
4. Standing Order Processing (processing multiple standing orders).

Batch Sales Order Processing and Standing Order Processing are covered in a later part of this module.

Once the sales order is opened you can choose to **Quick Supply** or **Supply** the order.

Option 1: Quick Supply

Using the quick supply function allows you to supply a sales order in its entirety. You can automatically generate an invoice, packing slip and post stock movement and invoice to the general ledger, as defined by your implementing partner.

To quick supply sales order

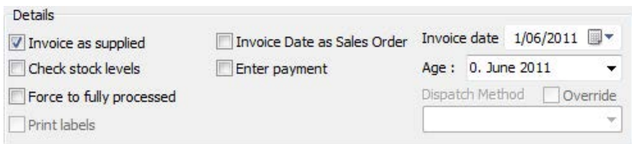
Transactions > Sales Orders > [Select Order] > Supply

1. Open the Sales Order you wish to supply (**F4-Enter** to search a list of open sales orders and then double click on the order to open it).
2. Quick Supply the Sales Order. Click on the 

button on the toolbar.

Quick Supply Options Screen

3. Set Checkbox Options. Set the quantities, process to and printing options you require. Click on the **Save as Default** button to save these as your default settings.
4. Check Details. Click the Details button for more options when supplying the order.



Quick Supply Options - Details

- Select the option **Check stock levels** to ensure there is sufficient stock to supply the order.
- Select the option **Force to fully processed** to set the status to Processed even if the order is not fully supplied.
- Select the option **Enter Payment** to enter a payment against the order as part of the process, e.g. cash sales.

5. Process the Supply. Click **OK** to process the supply.

6 Receive Payment. The Payment/receipt Entry screen will appear to enter payments if applicable. Click **Cancel** if there is no payment to be entered.

7 Allocate Payment. The allocations screen will appear to allocate the payment to an invoice if a payment has been entered.

8 Print Invoice. The invoice will print if that selection was chosen above.

9 Print Packing Slip. The packing slip will print if that selection was chosen above.

IMPORTANT

Quick Supply should only be used if you do not need to make any changes to the sales order prior to processing.

Option 2: Supply

Sales Order Supply is an alternative to **Quick Supply**. It allows you to supply on an order by order basis and provides the maximum flexibility.

Orders can be part supplied and items can be added to the order.

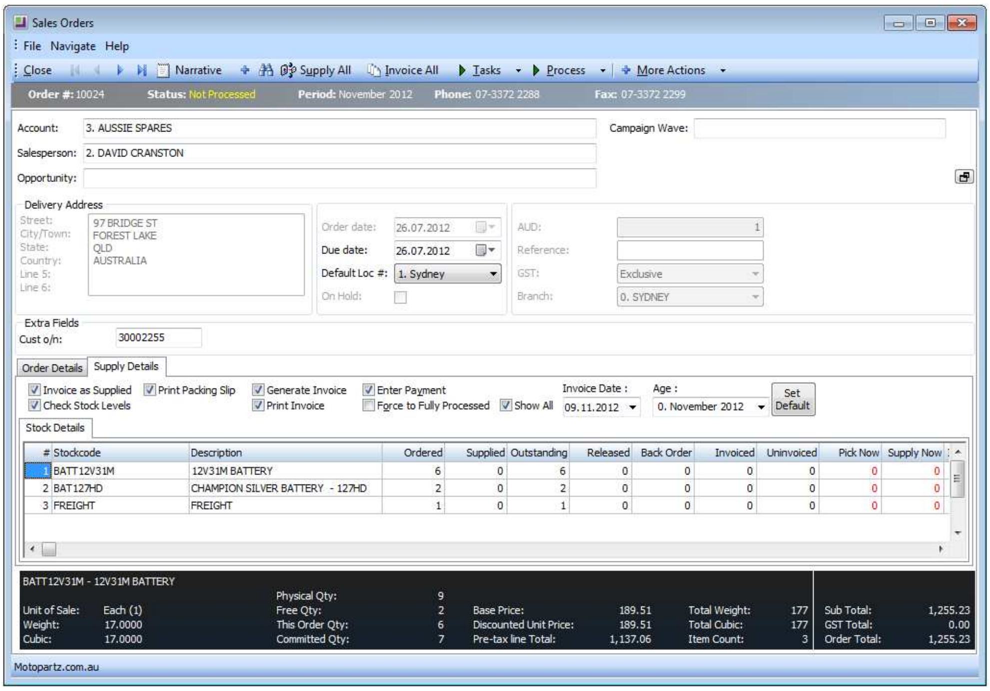
To supply a sales order

Transactions > Sales Orders > [Select Order] > Supply

1. Open the Sales Order: (**F4-ENTER** to search a list of open sales orders, then double-click on the order to open it).

2. Commence Supply. Click on the 

button on the sales order screen.



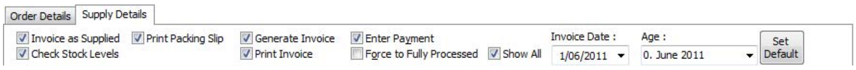
Sales Order Supply Screen

3. Supply All and Invoice All. Click on the 

and 

icons in the menu bar if all the items on the order can be supplied and invoiced. If there is a stock shortage you will be warned and only supplied stock will be invoiced. If your system is configured for backorders, you will be asked to put outstanding stock on backorder.

4 Update the Supply Details based on your operational requirements.



Sales Order Supply Details

- Invoice as supplied. Select this option to automatically enter the amount in the Supply now field into the invoice now field.
- Check stock levels. Select this potion to check stock prior to processing and present backorder suggestions as required.
- Print Packing Slip.
- Generate invoice. Select this option to generate debtor invoice upon processing the receipt.
- Print invoice. Prints invoice on completion of supply.
- Enter Payment. Opens payment screen on completion of supply
- Force to fully processed. Select this option to show sales order as fully processed, even if all items have not been supplied and invoiced.
- Show all. Select this option to show all order lines, including any that may have already been supplied.
- Invoice Date. Confirm the date for invoicing of items.
- Age. Confirm period the supply will apply to.

TIP

If configured, click the **Set Default** button on the right side of the screen to save these parameters for future supply.

5 Amend individual order lines. Make adjustments to the **Supply Now** quantities, **Invoice Now**, **Unit Price**, and the **Location** you are supplying the goods from as required.

6 Add new items. Click on the icon in the toolbar to add new line items to be supplied (in addition to the original sales order).

7 Search for order line. Click on the icon in the toolbar to search for particular stock items in the order.

8 Review Quantities: Drill down on a sales order line by clicking the **+** button (next to the **Ordered** or **Released** quantity) to view stock levels and released, picked, supplied and invoiced quantities.

Sales Order Supply - Stock Quantities

9 Review tax summary. Click on the icon in the toolbar to review tax rate and calculation.

10 Process the Order. Click on the Process icon in the menu bar to generate required stock movements, transactions and forms. A payment screen will appear to enable receipt of payment.

fSkills checklist

Tick the skills that you have learned in this unit.

Skills	✓
Supply an order using Supply	
Supply an order using Quick Supply	

Invoice Goods

4

In this unit you will learn how to invoice goods supplied on a sales order.

By the end of this unit, you will be able to:

- Create an invoice when supplying the goods
- Create an invoice after supplying the goods
- Enter payments when supplying the goods
- Enter a deposit against a Sales Order

Invoice Goods

Once the goods have been supplied they can be invoiced. Invoices can be generated in one of two ways:

1. When using the Sales order Supply Process, invoices are generated automatically if the appropriate checkbox option has been selected (ie Generate invoice). This is the most common method, particularly if you are using sales orders.
2. Using the Debtor Invoice Entry screen. This option allows stock to be sold and an invoice created directly without the need for a sales order.

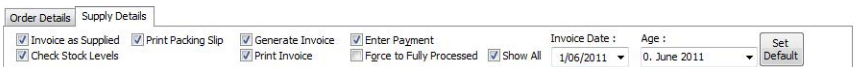
Option 1: Invoice when supplied

Invoices are most commonly generated at the time of supply of the sales order.

When using **Quick Supply**, the option **Invoice All Supplied** should be selected in the Quick Supply option screen as follows.

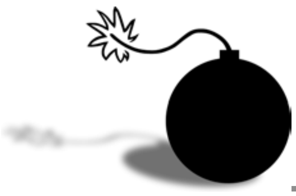
Quick Supply Order screen - Invoice All Supplied

When using **Supply**, the **Generate Invoice** option should be selected in the **Sales Order Supply** screen. If you are invoicing all of the items, select the  icon in the toolbar to set all items to be invoiced. If you are only part invoicing, enter the quantity to be invoiced in the **Invoice Now** field of the stock item/s being sold.



Sales Order Supply screen - Generate Invoice

WARNING



If you have not selected the option **Invoice All Supplied** when processing via **Quick Supply** or **Generate Invoice** when processing via **Supply**, the invoice will not be generated and the sales order will only be partly processed. Reopen the sales order and click on **Supply**. Notice that the invoiced column = 0. Click on the **Invoice All** button and click **Process** to generate the debtor invoice.

Option 2: Direct Invoice Entry

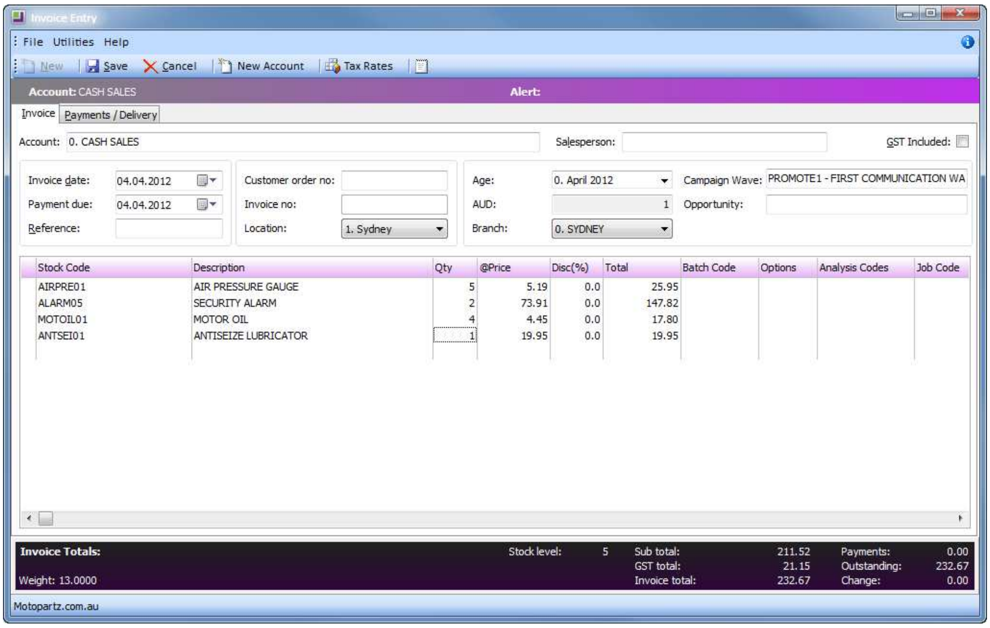
This option can be used when there is no existing sales order to be processed. Stock items can be sold directly without the need for a sales order. In this case the sales process would be a simple two step process:

1 Debtor Invoice

2 Debtor Receipt

To create a Debtors Invoice

Transactions > Debtors Invoice (F6)



Debtor Invoice Entry

1 Create new invoice. Click New from the debtors invoice screen.

2 Search Debtor Account. Enter the debtor account number or part of the name to search and press **Enter**.

3 Enter invoice header information such as customer order no., location, reference, salesperson, etc.

TIP

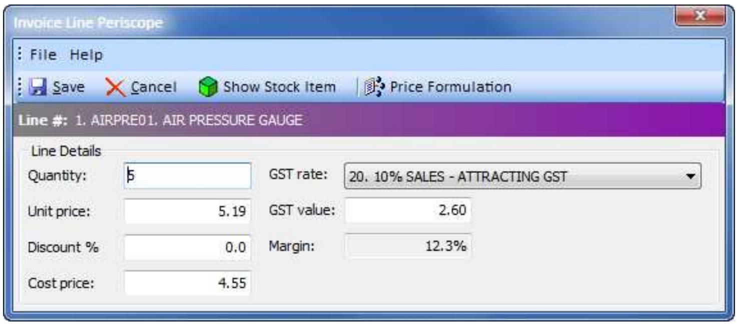
On foreign debtor invoices you can select a historical exchange rate by entering a "?" into the currency field and pressing TAB to open the **Foreign Currency Search** window.

NOTE

If EXO CRM is installed and licensed, fields will be available to track the **Opportunity** and **Campaign Wave** that generated this Invoice.

4 Enter invoice line details such as stock code, quantity, price, discount.

5 Check tax and costing. If required, click on the invoice line periscope (in the options column, or **CTRL+F2**) to check the tax rate and price formulation. Tax is normally calculated automatically based on the GST rate set in the debtor account, stock item or GL account setting.



Invoice Line Periscope

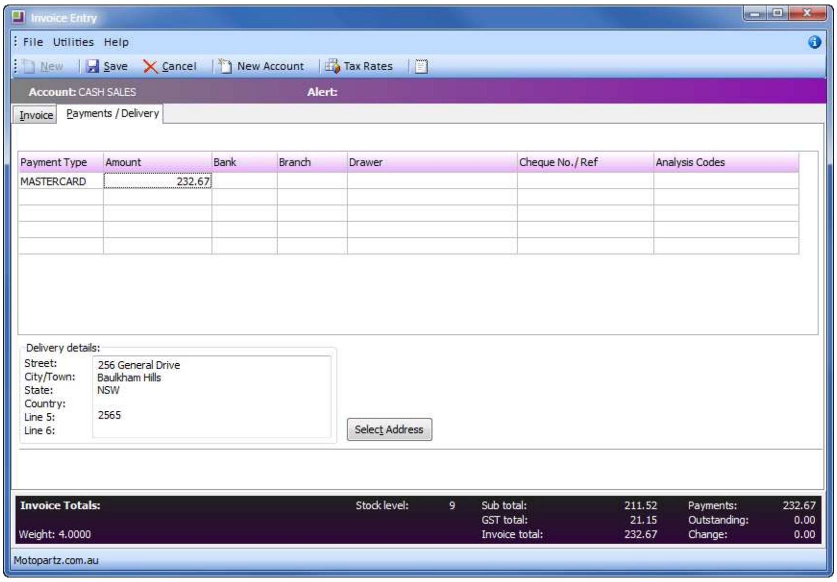
6 Add narrative. Use the icon in the menu bar to add a comment to the whole invoice. Alternatively add a specific narrative to each line item by right-clicking on the line item (or **CTRL+N**).

Enter payment details

TIP

When entering a debtor payment, the amount should populate automatically from the invoice. If not, press the **Spacebar** to enter the amount from the debtor invoice.

1 Enter payment. If the debtor is paying at the same time as the invoice is being entered, click on the **Payments/Delivery** tab and enter details as appropriate. When payment is made directly against the invoice in this manner allocation will occur automatically.



Payments/Delivery Tab

WARNING

This method of receiving payment does not facilitate calculation of prompt payment discounts. Use single debtor receipt to enable this utility.

2 Enter Delivery Details. Click on the Payments/Delivery tab to enter any specific delivery address

3 Save the invoice. Click on Save to save the invoice. The system will prompt you to print the invoice if it has been configured that way.

NOTE

The Payments/Delivery tab can be removed from the debtors invoice screen. See your implementing partner.

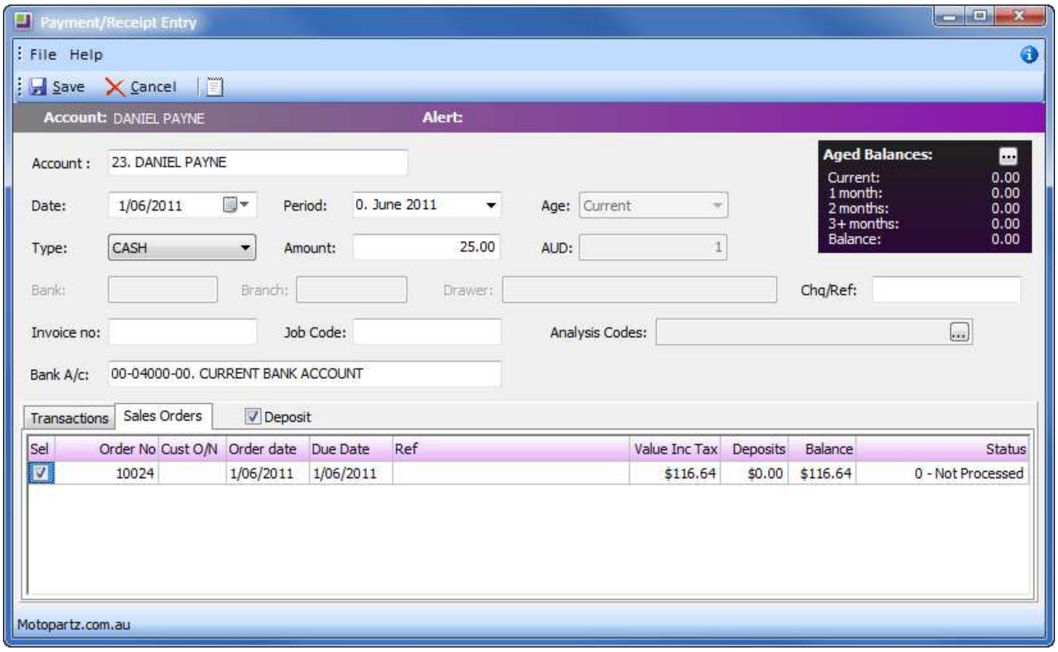
IMPORTANT

The Debtors Invoice Entry option should only be used when there is no existing sales order.

Taking Deposits on Sales Orders

Taking deposits against sales orders follows the same process as taking payments against invoices.

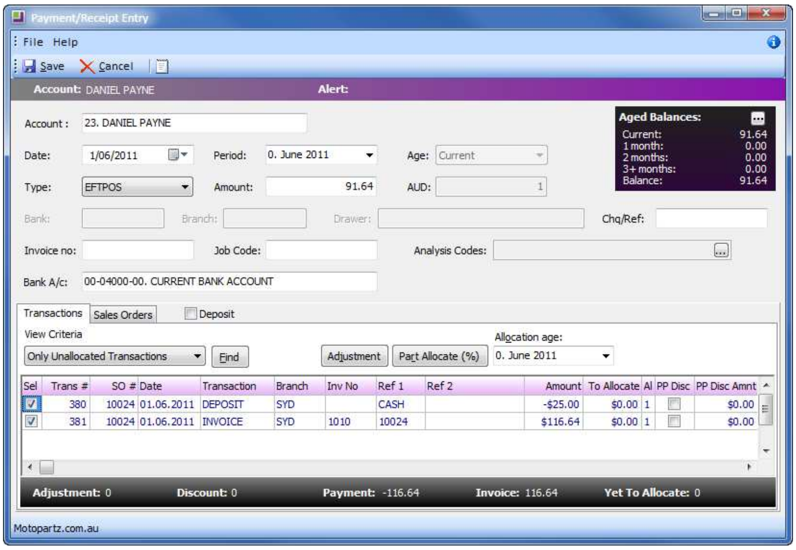
- Enter the debtor payment details in the **Payment/Receipt Entry** screen and then click on the **Sales Orders** tab.
- Tick in the **Sel** column of the sales order/s that the deposit relates to and **Save** to save the deposit entry.



Deposit on Sales Order

Multiple deposits can be taken against the one sales order if required and a deposit can be taken on an unsupplied sales order.

When the sales order is supplied and invoiced, the final payment can be taken through the Transactions tab of the **Payment/Receipt Entry** screen. Both the original deposit and the new payment must be allocated to the invoice.



Final Payment & Allocation on invoice following a deposit on the sales order

TIP

If you are taking a payment against an invoice following a deposit and cannot see the transaction, ensure that the order has been supplied and an invoice created.

Skills checklist

Tick the skills that you have learned in this unit.

Skills	✓
Create an invoice when supplying the goods	
Create an invoice after supplying the goods	
Enter payment when supplying the goods	
Enter a deposit against a Sales Order	

Receiving Payment

5

In this unit you will learn how to process payments received from Debtors.

By the end of this unit, you will be able to:

- Process a single debtor payment
- Apply prompt payment discounts

Receive Payment

Debtor payments can be recorded in number of ways. How you will enter payments depends on your business processes, however these are the most common methods for taking payments.

1. The **Payments/Delivery** tab on the debtors invoice entry screen (for receiving payment at the same time as creating an invoice, e.g. a cash sale). This has been covered previously in this module.
2. The **Debtors Receipt** screen (for individual payments against a single debtor).
3. **Debtors Receipt Batch Entry** screen (for multiple receipts against multiple debtors, e.g. EFTPOS receipts and cheques).
4. Integrated Cashbook. This is used when entering direct debit payments straight to the bank account.

In this module we will look at using the **Debtors Receipt** screen to receive and allocate a single debtor payment.

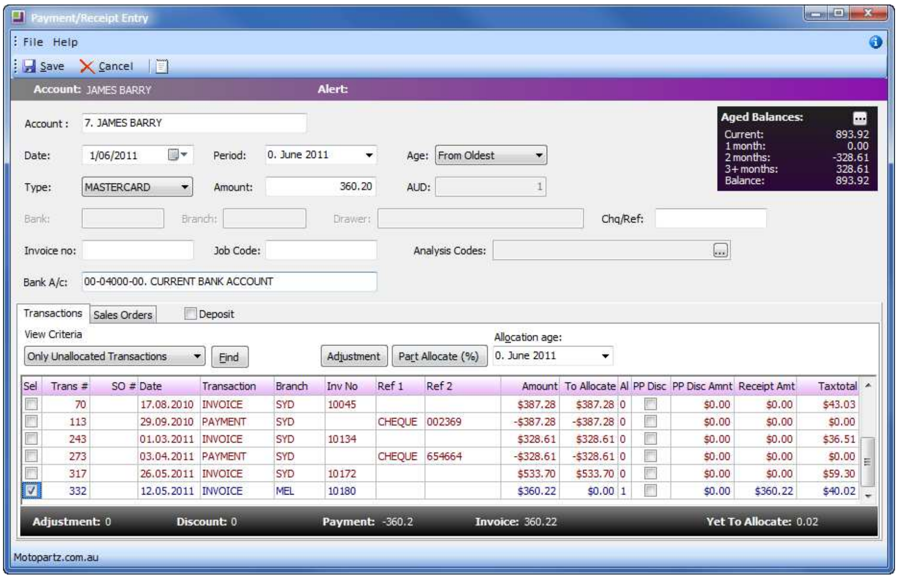
Enter Single Debtor Payment

The Debtors Receipt screen can be used when entering a single payment against a single debtor. As this transaction will post individually to the Bank, and will appear as a single entry in the bank reconciliation screen, it is not to be used for banking multiple cheques or EFTPOS payments. These should be entered using **Debtors Receipt Batch Entry** to allow batching of payments for ease of reconciliation.

Receipt and allocation of the payment against particular invoices occurs in the same screen. Prompt Payment discounts can also be accounted for in this payment screen.

To receive a single debtor payment

Transactions > Debtors Receipts > Debtor Receipt



Single Debtor Payment Screen with Adjustment

1. Open the payment/receipt entry screen via the path outlined above or via the **Enter Debtor Payment > Debtors Single Payment Entry** on the **Sales** screen.
2. Search debtor account. Enter the debtor account number or part of the name to search and press **Enter.**
3. Enter payment details such as the Date, Amount and Payment Type.

TIP

Debtor payments can also be received via the Transactions tab of the debtor account. Click on the icon to access the Debtor Single Payment Entry screen.

- If the payment type is cheque, enter the cheque details such as **Bank, Branch, Drawer, Chq/Ref**. This information will be stored for the next time you receive a cheque from this customer.

IMPORTANT

Make sure that the amount entered matches the amount on the cheque / cash amount to minimise bank reconciliation problems.

4 Allocate payment to invoices. Unallocated transactions appear in the transactions grid below the payment details. Click in the **Sel** column of the invoice that the payment relates to fully allocate the payment to this invoice (or use the **Enter** key to allocate or unallocate the invoice) .

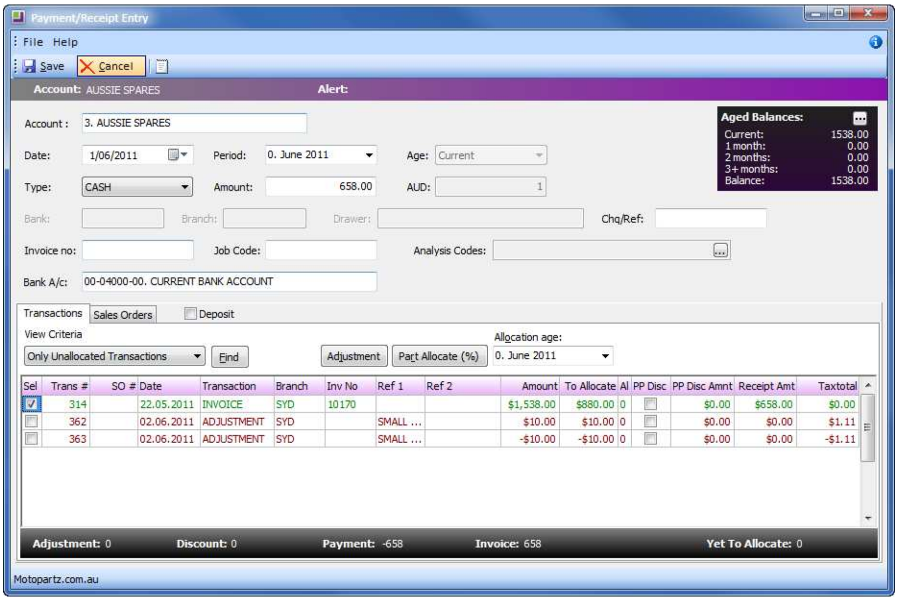
TIP

When allocating payments, press Enter in the transaction field to fully allocate or unallocate that amount.

5 Amend allocation if required: If the payment amount does not match the invoice amount, use the following tools to make adjustments as required:

- Adjust allocation amount: If the payment is a few cents more or less than the invoiced amount, click on the [Adjustment] button to create an automatic adjustment entry.
- Part allocate a payment or invoice. When the amount paid is significantly different to the invoiced amount (i.e. cannot be ‘‘adjusted’’ as above) you can part allocate the payment. Select the appropriate invoice, click on the [Part Allocate (%)] button and click **OK** to accept the suggested amount. Click **OK** and the **Yet To Allocate** amount should revert to zero and the payment and allocation can be saved.

- If there is still an amount to allocate click on the next invoice and click Part Allocate (%) until the full payment amount has been allocated.



Single Debtor Payment with Part Allocation

- A summary of the adjustments and allocations is visible in the black band at the bottom of the screen.

IMPORTANT

The **Yet to Allocate** amount at the bottom right of the screen should equal zero in order to finalise the allocation.

6 Save the payment and allocation. Once the **Yet To Allocate** balance is 0.00 (on the black band on the screen) you can save the transaction by clicking Save.

NOTE

If you are unable to resolve the allocation you can save the payment without allocating it to an invoice. The payment will need to be allocated later via the icon on the **Transactions** tab of the debtor account.

TIP

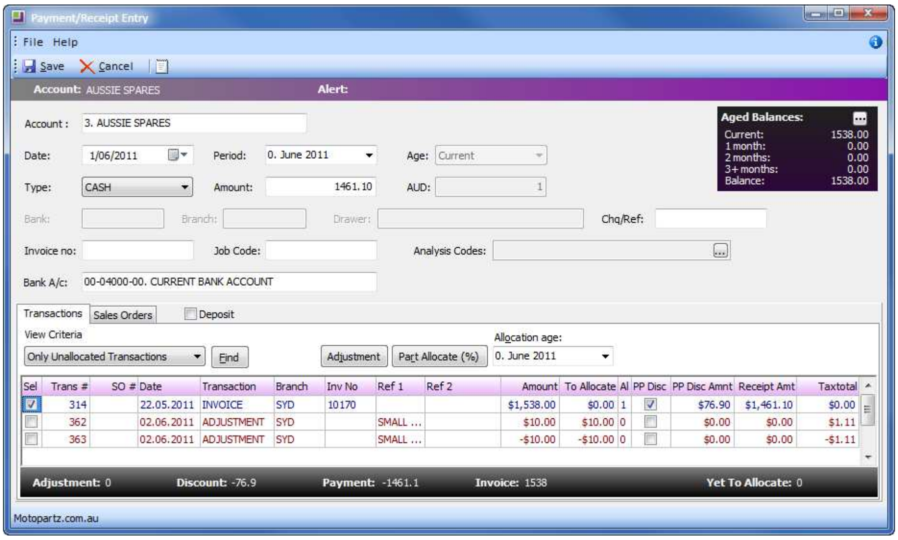
Payments can be allocated at any time by going into the debtors transaction screen and clicking on the icon in the toolbar.

Prompt Payment Discounts

Prompt Payment Discounts can be calculated on an invoice by invoice basis. Click on the appropriate invoice in the transactions grid of the payment screen and click the **PP Disc** checkbox.

This calculates the discount amount based on the percentage specified in the **Details2** tab of the debtor account and will also allocate the invoice.

Total discount, payment and adjustment amounts can be viewed in the black band at the bottom of the debtor receipt screen.



Single Debtor Payment with Prompt Payment Discount

TIP

Use the **Spacebar** to quickly calculate prompt payment discount (or remove the prompt payment discount) against a selected invoice.

WARNING

Prompt payment discounts do not automatically refer to the payment terms specified in the **Details1** tab of the debtor account. The prompt payment discount checkbox should only be selected if the customer is paying within the terms set by your business.

Skills checklist

Tick the skills that you have learned in this unit.

Skills	✓
Process a single debtor payment	
Process prompt payment discounts	

Working with Invoices

6

In this unit you will learn how to manage your invoices.

By the end of this unit, you will be able to:

- Edit invoice reference fields
- Generate Credit Notes for returns
- Reverse Payment/Issue Refunds
- Search for an invoice
- Print invoices

Working with Invoices

Existing invoices are most commonly accessed via the transactions tab on the Debtor Account. From here a number of functions are available.

Depending on your profile configuration, invoices can be:

- Emailed
- Edited
- Credited
- Duplicated
- Adjusted through a journal entry.
- Searched
- Printed
- Allocated to / unallocated from a payment
- Previous allocation information can also be viewed

TIP

These functions are available through the toolbar icons or via a right-click on the invoice in the Transactions tab of the Debtors Account.

Editing Invoices

While there is a profile that will enable full editing of invoices, it is recommended that only invoice reference fields be changed.

WARNING

Editing of invoice details is not recommended business practice. An Invoice consitutes a legal document, thus editing an invoice may have legal/audit implications. Recommended business practice is to raise a Credit Note to reverse the incorrect invoice, then to raise a new invoice with the correct details.

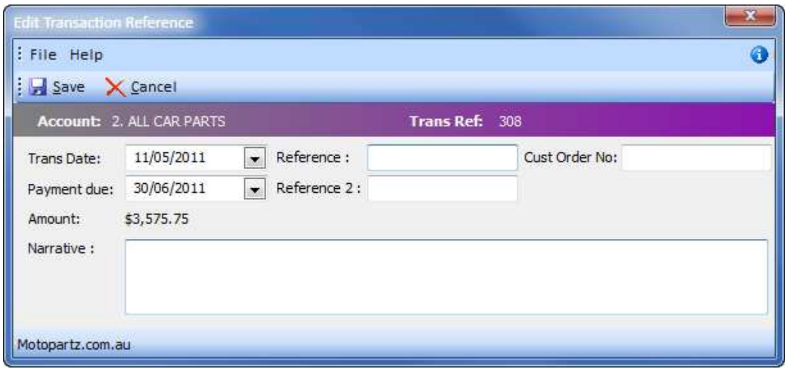
If an invoice contains an error in terms of quantity or stock item, you should generate a credit against that invoice and then recreate a new invoice. Refer to *'Generate Credit Notes / Returns'* on page 40 for further information on crediting invoices.

If the error is in one of the reference fields and your profile allows, the following procedure outlines how to edit the invoice reference fields.

To edit invoice reference fields

1 Find the relevant invoice in the **Debtor Account Transactions** screen.

2 Right-click on the invoice and select **Edit Reference Fields** (If this option is not visible, see your implementing partner).



Edit Reference Fields screen

3 Edit existing information such as payment due date, reference fields and the narrative as required and click **Save**.

NOTE

Invoices can only be edited if they are in the current period and have not been posted to the General Ledger.

Generate Credit Notes / Returns

Accounts > Debtors Accounts > Transactions > Generate Credit

If your profile allows, an existing debtor invoice can be reversed.

Click on the relevant invoice in the **Debtor Account Transactions** screen and then click on the icon in the menu bar. The **Debtors Invoice Entry** screen will be displayed with the original invoice available for editing, but with negative invoice quantities and therefore a negative price. This will also put all stock items back into stock.

If required, you can edit the credit note prior to processing, to allow for partial credits and returns.

IMPORTANT

Once the invoice has been reversed, you may also need to reverse any payments that have been made against that invoice.

Reversing Payments / Refunds

Debtor Account > Transactions > Payment [Right-Click]

To reverse a payment

This procedure can be used when a payment needs to be reversed (e.g. credit card payment has been receipted into the system but the payment is rejected by the bank), or to offer a refund to a customer.

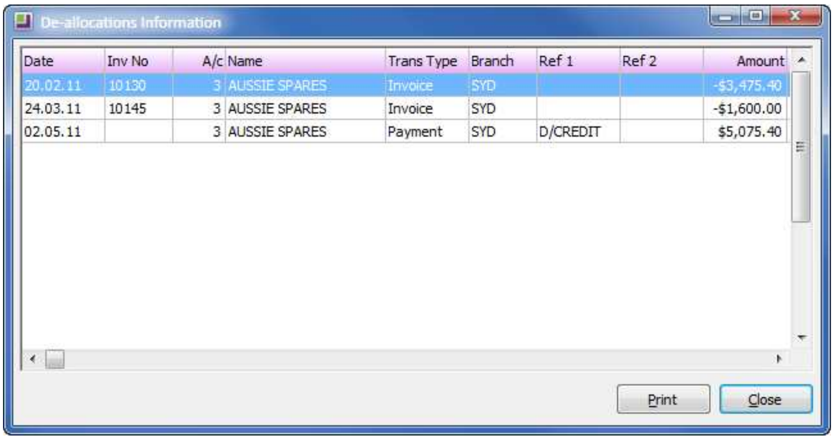
1 Search for payment transaction: (via the **Transactions** tab of the debtor account). If the payment has already been allocated you will need to remove the tick from ‘‘show only unallocated’’.

2 Right-click on the payment transaction and select **Reverse Payment**.

WARNING

Once the reverse payment option has been selected, it cannot be cancelled.

3 The **De-allocations Information** screen will show you the allocations being automatically reversed.



Date	Inv No	A/c	Name	Trans Type	Branch	Ref 1	Ref 2	Amount
20.02.11	10130	3	AUSSIE SPARES	Invoice	SYD			-$3,475.40
24.03.11	10145	3	AUSSIE SPARES	Invoice	SYD			-$1,600.00
02.05.11		3	AUSSIE SPARES	Payment	SYD	D/CREDIT		$5,075.40

De-allocations Screen

NOTE

When using this method, deallocation of the original payment occurs automatically.

4 Select **Close** and the payment will reverse.

5 The reversing transaction will show in the Transactions screen of the debtor account as a **Refund**. If it is in fact a Dishonour, then you may wish to edit the reference fields and choose **Dishonour** as the payment type.

IMPORTANT

If the original payment is part of an unlocked or unposted banking batch, the reversal will appear in the same batch.

Invoice Number Search

If you are having difficulty locating a particular invoice, the **Invoice Number Search** utility can be useful.

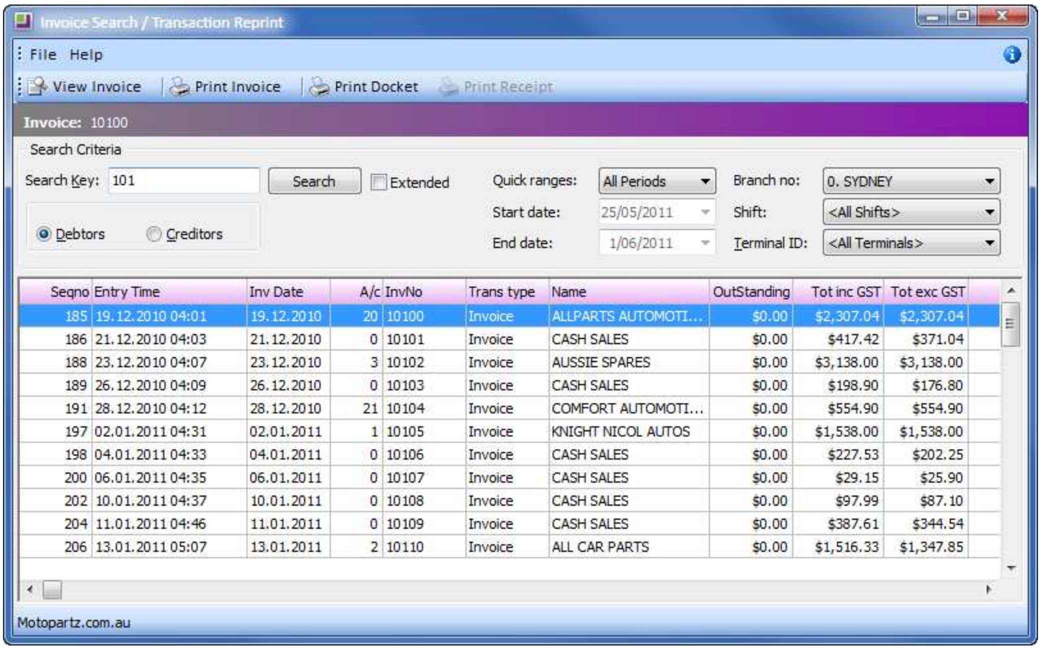
TIP

Search invoice number is available from the transactions tab of the debtor account or by pressing **F7**.

This may be used when an invoice needs to be viewed and printed or emailed (e.g. when conducting a quick search for a particular debtor invoice number). It can also be used to search for Creditor invoice numbers if required.

To search and print invoice

Utilities > Debtors Utilities > Invoice Number Search



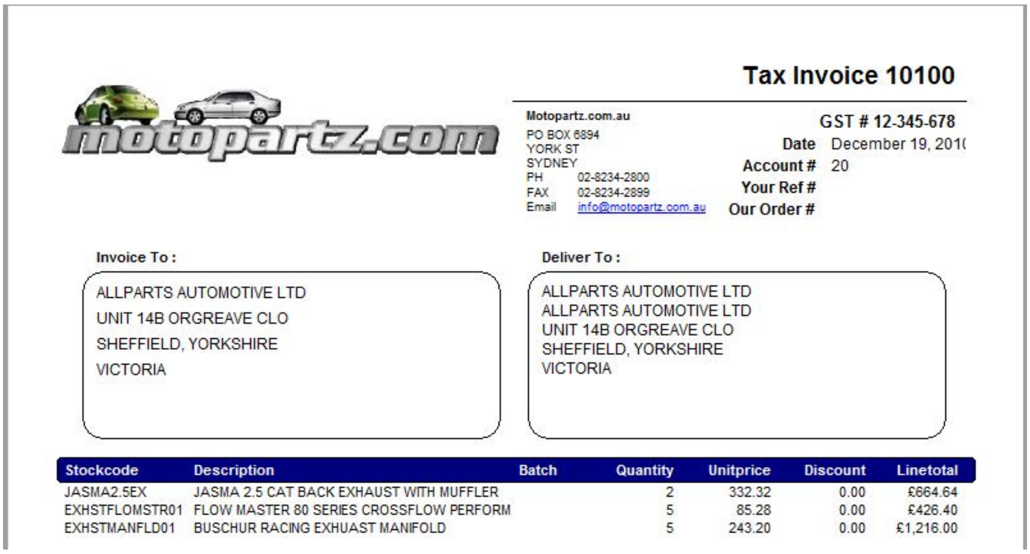
Invoice Number Search Screen

1. Open the Invoice search screen. Press **F7**.
2. Search for the invoice/s you require:

- Search using invoice number. Enter all or part of the invoice number into the **Search Key** and click **Search**.

- Search using invoice amount. Enter the full amount of the invoice, without the dollar sign, into the search field (277.82). The system will return any invoices with that exact amount. At this stage the system does not support entry of a range of invoice values.
- Search using date parameters. Use one of the quick ranges (today, last 7 days, this period, all periods) or click custom to specify a start date and an end date to search within a range. Click **Search**.
- Specify branch no. Specify the branch number if required to further filter your search criteria. Click **Search.**

3 View invoice details. Click **View** to view the invoice details. Once in view mode you can view an ‘’office use only’’ version of the invoice.


Tax Invoice 10100

Motopartz.com.au
PO BOX 6894
YORK ST
SYDNEY
PH 02-8234-2800
FAX 02-8234-2899
Email info@motopartz.com.au

GST # 12-345-678
Date December 19, 201(
Account # 20
Your Ref #
Our Order #

Invoice To :
ALLPARTS AUTOMOTIVE LTD
UNIT 14B ORGREAVE CLO
SHEFFIELD, YORKSHIRE
VICTORIA

Deliver To :
ALLPARTS AUTOMOTIVE LTD
ALLPARTS AUTOMOTIVE LTD
UNIT 14B ORGREAVE CLO
SHEFFIELD, YORKSHIRE
VICTORIA

Stockcode	Description	Batch	Quantity	Unitprice	Discount	Linetotal
JASMA2.5EX	JASMA 2.5 CAT BACK EXHAUST WITH MUFFLER		2	332.32	0.00	£664.64
EXHSTFLOMSTR01	FLOW MASTER 80 SERIES CROSSFLOW PERFORM		5	85.28	0.00	£426.40
EXHSTMANFLD01	BUSCHUR RACING EXHUAST MANIFOLD		5	243.20	0.00	£1,216.00

Preview Invoice

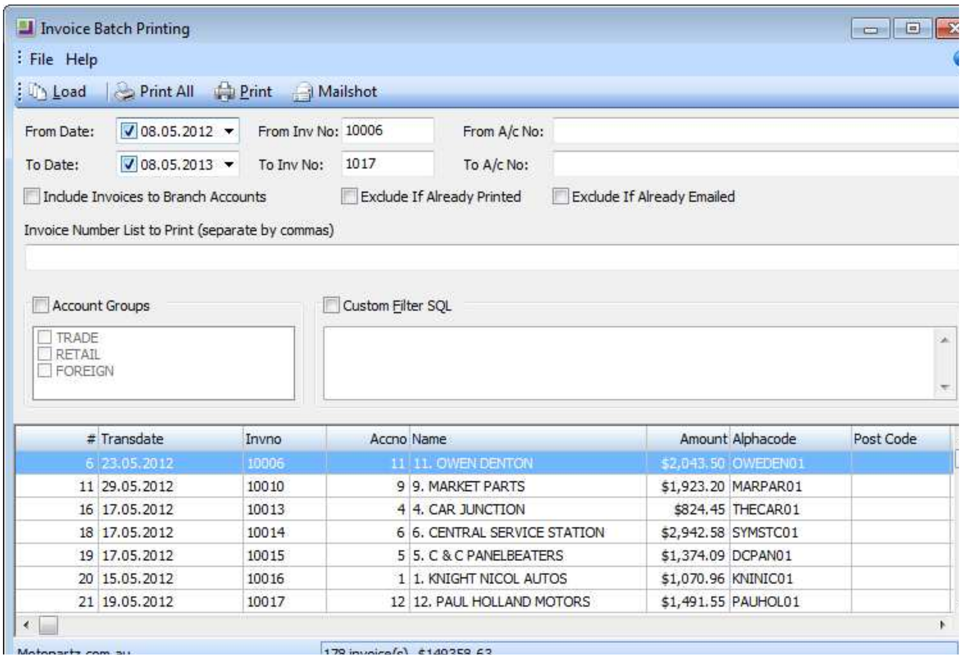
4 Print the invoice. If required, use **Print Invoice** to print the invoice or **Print Docket** to print a sales docket with salesperson’s name.

Email/Print Multiple Invoices

The invoice batch printing function can be used when needing to email or print a series of invoices (say, all invoices from a particular day's trading or a specific range of invoices).

To email multiple invoices

1 From the **Sales** screen, click on the Batch Print Invoices button.



Invoice Batch Printing Screen

2 Enter the search parameters you require (e.g. Date, invoice number and/or account numbers).

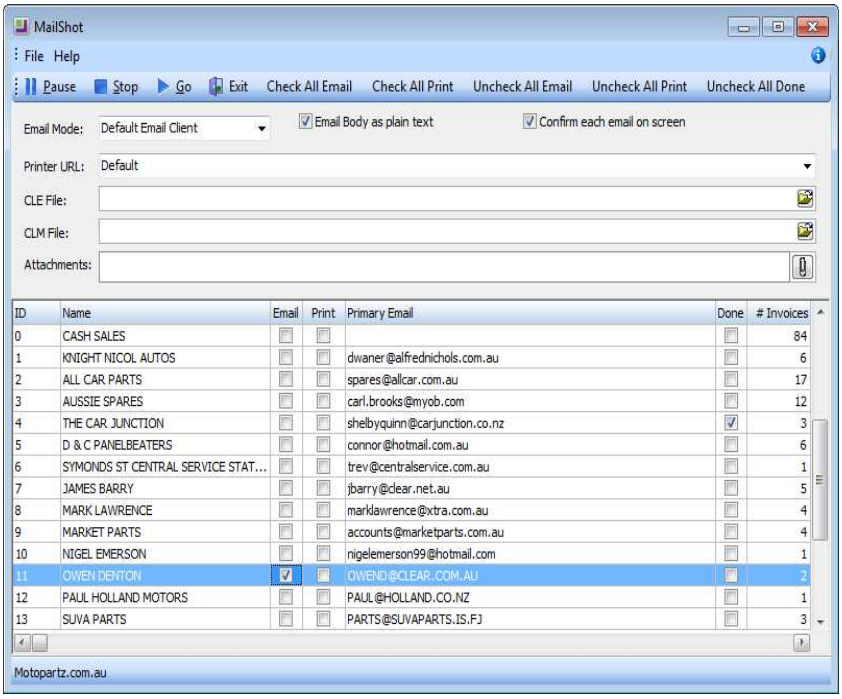
3 Specify an account group or custom SQL if required.

4 Select the **Exclude If Already Printed** and\or **Exclude If Already Emailed** options to exclude invoices that have already been printed or emailed.

5 Click **Load** to load the invoices that fit the search criteria.

6 Click **Mailshot**. This will launch a pop up asking “Collate nvoices for each customer into single email?”.

7 The Mailshot screen allows you to decide who to email and how.



Batch Invoice Print - Mailshot

- Email Mode. From the dropdown list, select how emails should be sent:

  Disabled will prevent emails from being sent.

  EXO SMTP will use the EXO Business SMTP server. (Recommended for large batches of emails.)

  Default Email Client will use the user's default email software.

- **Email body** as plain Text. Select this option to restrict the text format of the email body to plain text, rather than HTML.
- Confirm each email onscreen. Select this option to display a confirmation message before sending each email.

NOTE

If the **Confirm each email onscreen** option is selected the email will be displayed prior to sending for editing if required.

- Printer URL. From the dropdown list, select the printer to be used for printed invoices.
- CLE File. Specify the Clarity email template to be used.

- Attachments. Specify any attachments to be sent with the emails.
- From the list of debtors select the invoices to be emailed or use the tool bar options to check or uncheck all.
- Click on the **Go** button to start the mailshot.

NOTE

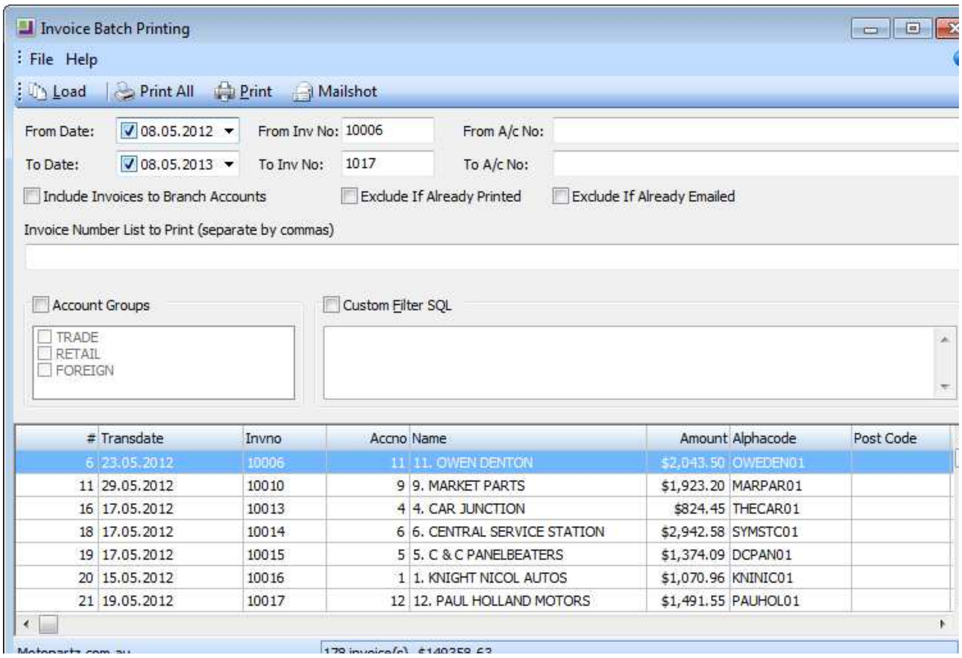
If the invoices attached to an email exceeds the specified email size, the invoices will be split over multiple emails. This is controlled by the company profile setting Batch Invoice Mailshot Attachment Size Limit in the EXO CONFIG.

lk

To print multiple invoices

1 To print multiple invoices

2 From the **Sales** screen, click on the Batch Print Invoices button.



Invoice Batch Printing Screen

3 Enter the search parameters you require (e.g. Date, invoice number and/or account numbers).

4 Specify an account group or custom SQL if required.

5 Select the **Exclude If Already Printed** option to exclude invoices that have already been printed.

6 Select the **Exclude If Already Emailed** option to exclude invoices that have already been emailed.

7 Click **Load** to load the invoices that fit the search criteria.

8 Use the Exogrid sorting function to sort invoices into the order you wish them to print.

9 Click **Print All** or **Print** (to print a single invoice).

10 To email an invoice, double-click on it to **View** and then click on the **E-mail** icon in the menu bar.

Skills checklist

Tick the skills that you have learned in this unit.

Skills	✓
Edit invoice reference fields	
Generate Credit Notes for returns	
Reverse Payments and issue Refunds	
Search for an invoice	
Print invoices	

Sales Orders

7

In this unit you will learn how to manage sales orders.

By the end of this unit, you will be able to:

- Search sales orders
- Process Backorders
- Process Standing Orders
- Process Sales Order Batches

Working with Sales Orders

There are a number of different types of sales orders, accessed through the create/Supply Sales orders button on the Sales screen.

Sales Order

- Not processed (not supplied or invoiced).
- Partly processed (partly supplied and/or invoiced).
- Fully processed (fully supplied and invoiced).

Standing Order

These orders are considered an outstanding order and therefore commit stock. Once a standing order is processed, stock will be recommitted for the next standing order.

Backorder

Backorders are established when sales orders are supplied yet there is insufficient stock. Backorders will remain in the system until processed as a sales order or forced to fully processed.

Quote

Quotes enable you to maintain a record of quotes given to customers without committing stock.

Lost Quote

This status enables you to keep track of unsuccessful quotes.

Layby (used for Retail Manager module)

During this section we will look at searching for different types of sales order, processing standing and back orders as well as taking deposits on sales orders.

NOTE

MYOB EXO Finance can also support consignment orders. See your Implementing Partner.

Searching Sales Orders

Sales orders are searched for via the Create / Supply Sales Orders button on the **Sales** screen.

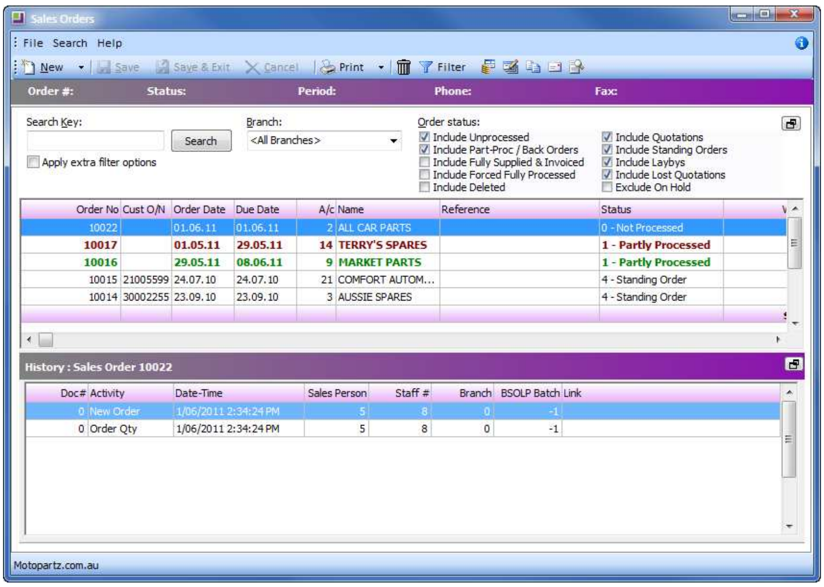
Once you have found the sales order it can be:

- Edited
- Processed
- Printed
- Copied (using the icon)
- Converted to other order types
- Marked as deleted
- You can also view the history of the sales order.

To search sales orders

Transactions > Sales Order (F4)

Search for a previously entered order via the **Create/Supply Sales Orders** screen.



Sales Order Search Screen showing Sales Order History

1 Click on the icon to show the history of the selected sales order.

2 Search Key. The search key can contain all or part of the account name, order number, reference, customer order number, reference or account number. Enter details and click the **Search** button.

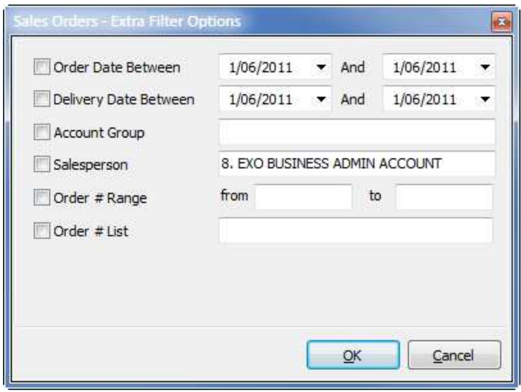
NOTE

When updating search parameters, remember to click Seach again to apply the new parameters.

3 Order Status. Use the options to indicate the order status of the orders that you wish to view, e.g. select **Exclude on Hold** to exclude those orders with an on hold status.

4 Branch. Specify a particular branch or all branches for sales order viewing.

5 Select the option **Apply extra filter options** to refine your search when multiple orders are present. For example, you can search for all orders that were made in the last week for a particular salesperson only.



Sales Orders - Extra Filters Options screen

6 Click **Search** to show all orders based on the parameters set in the header window (Search Key, Branch, Order Status).

7 Click on the Filter icon in the menu bar if you wish to search for sales orders that only contain a particular stock item.

8 Open the sales order by double clicking. You can then edit or supply the order as required.

TIP

From within the Sales Order Search Grid (**F4-Enter**) you can quickly convert the status of a sales order (e.g. quote to order, or quote to lost quote) by right clicking on the order line and choosing the appropriate **Convert To** option.

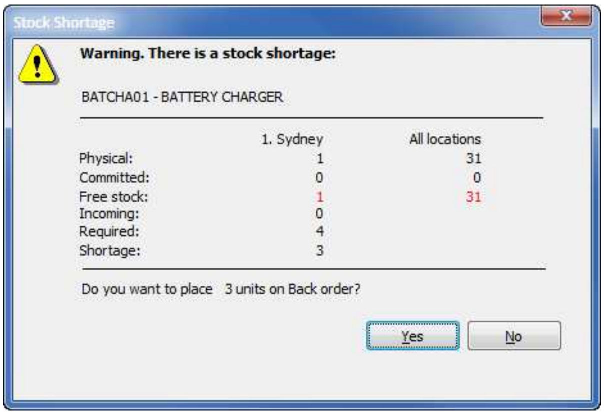
Process Backorders

When your configuration allows, a stock item can be put on backorder if there is insufficient stock to supply the order.

When supplying, or quick supplying a short-stocked item, the system will ask if you want to put it on backorder.

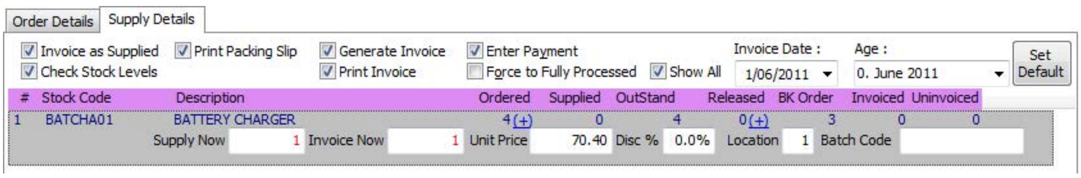
Example: Establish a backorder

There is an existing order from Aussie Spares for four Battery Chargers (BATCHA01) which we are attempting to supply. In the Sydney office there is only 1 battery charger available to supply, so the system will ask if you want to put the 3 remaining on backorder.



Backorder Process: Stock Shortage screen

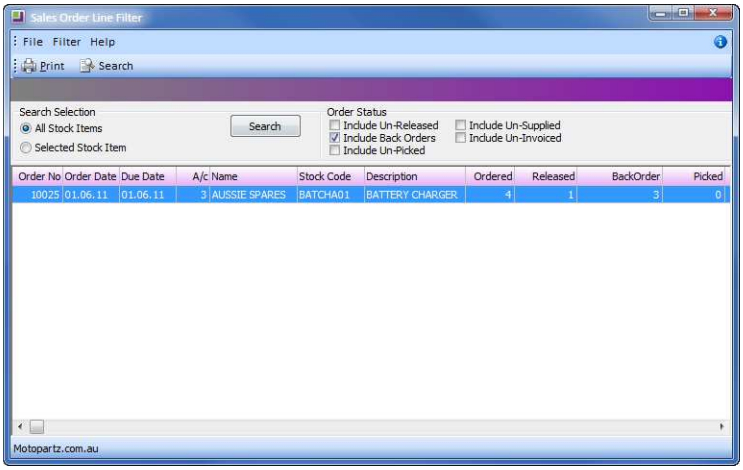
The 3 remaining BATCHA01 will be put on backorder and the supply screen amended to show Supply now = 1 and invoice now = 1.



Backorder Process: Extract from revised Supply screen

Process the revised order and a backorder will be established for the remaining 3 items.

From the **Sales Order Screen**, click on the Filter icon on the menu bar to list any existing backorders. This list can be printed if required.



Sales Order Line Filter: Backorders

Once stock has been replenished (usually via purchase or a stock transfer from a different location), the backorder may be supplied.

NOTE

MYOB EXO Business supports a true backorder system in that an item can be placed on Backorder even when there is enough stock in the system.

To supply a backorder

Transactions > Sales Orders > [Select Order] > Open Order

Backorders can be processed using the same methods as standard orders.

Alternatively click on the Sales order line Filter to review backorders, particularly of a specified stock item.

1 Search for backorders. From the **Sales Order Search** screen (**F4**), select the option **Include Part-Proc/Backorders** and ensure that no other options are selected.

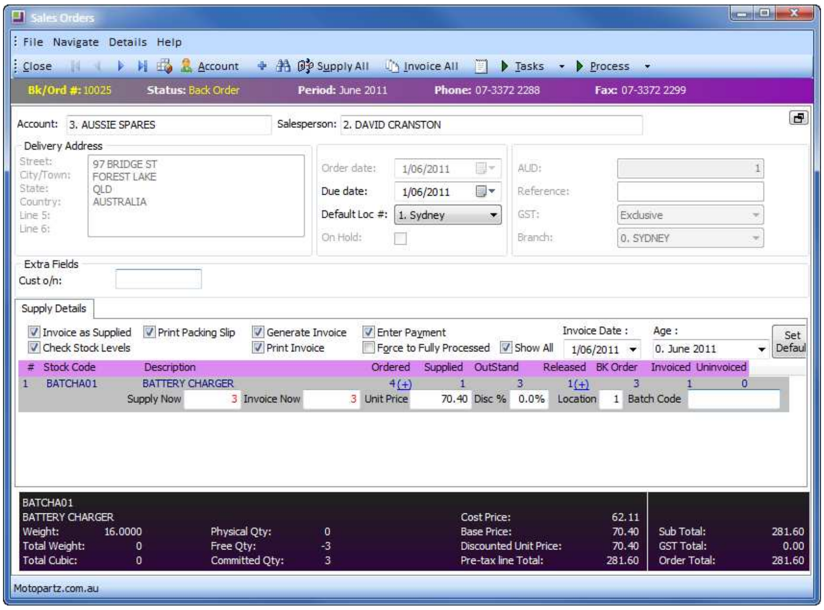
TIP

Alternatively click on the Sales order line Filter to review backorders, particularly of a specified stock item.

2 Print backorder list. It is sometimes helpful to print the backorder list. Click on the arrow next to the print icon and choose **List** to print a summary of the displayed list of orders, or **Print Backorders** to print a detailed document for each backorder.

3 Select backorder to process. Double-click to open the backorder you are ready to process and use the appropriate **Supply/Quick Supply** option.

4 Batch backorders. Alternatively use the batch processing function (outlined later in this module) to process backorders as a batch.



Supply Backorder

TIP

Use the **Sales Order Line Filter** in the menu bar to enable searching for backorders (or any other order types) containing a particular stock item. For example, if you have just received delivery of additional battery chargers you can click on **Selected. Stock Item**

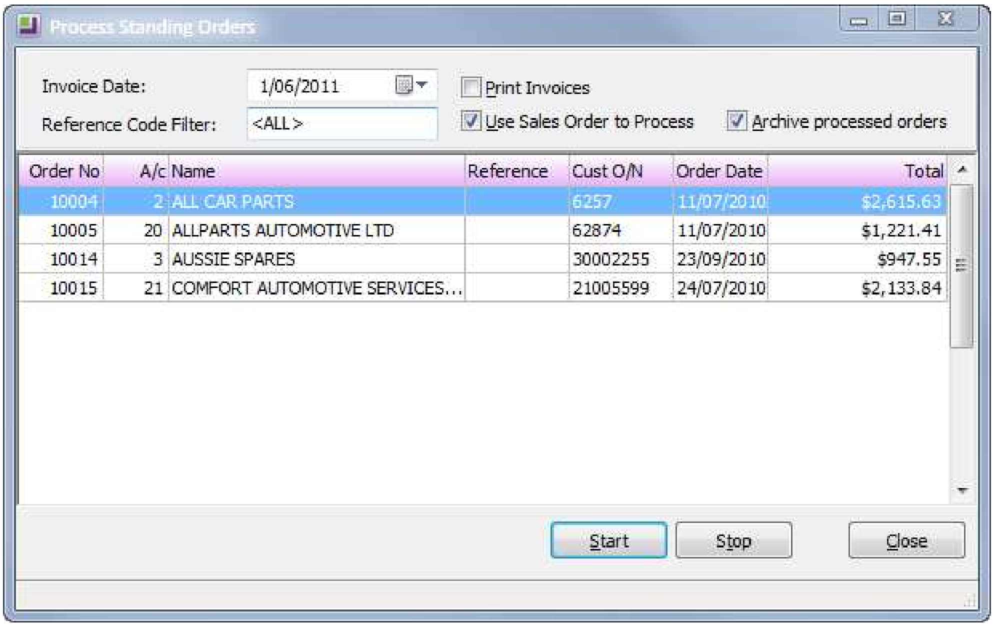
Process Standing Orders

A standing order is considered an outstanding order and therefore commits stock. Once a standing order is processed, stock will be recommitted for the next standing order.

Transactions > Sales Orders > Process Standing Orders

To process standing order

1. List standing orders. Using the menu path outlined above, open the Process Standing orders screen to provide a list of all standing orders in the system. Do not use Create/Supply Sales Orders to supply a standing order as the order will be converted and no longer be accessible as a standing order.



Process Standing Orders screen

2. Filter standing orders. Enter details into the **Reference Code Filter** to filter the standing order, for example ***15th*** for standing orders due on the 15th of the month, ***26th*** for those due on the 26th of the month.
3. Enter the invoice date.
4. Select the option **Print Invoices** to print invoices if required.

IMPORTANT

When entering standing orders ensure that you enter an appropriate **Reference** to assist in filtering multiple standing orders.

TIP

If you forget to select the **Print invoices** option, use the **Invoice Number Search** (**F7**) to search for and print invoices separately.

5 Select Orders. Hold down the CTRL key and then **Click** to select multiple standing orders.

6 Process the Orders. Click **Start** to process the orders and print invoices if specified.

TIP

Invoices will print and process in the order that they appear in the Exogrid. Sort the Exogrid as required prior to processing standing orders.

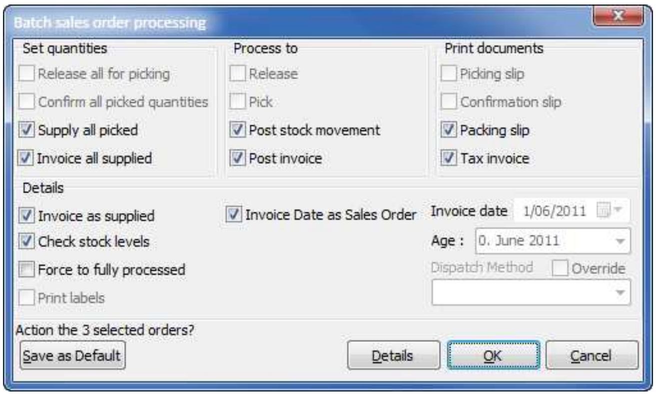
Process Sales Order Batches

Transactions > Sales Orders > [Select Orders] > Batch Sales Order Processing

Sales orders can be processed in batches when multiple orders are to be supplied at the same time.

To process sales order batches

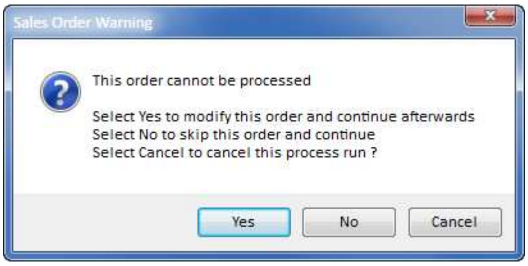
1. Search existing orders. Search existing orders using appropriate text in the **Search** key, select **Branch** from the drop down menu and tick the required **Order Status** options. Then click **Search**.
2. Select required orders. Hold down the CTRL key while clicking on the required sales orders to select multiple orders.
3. Commence processing. Click on the icon in the toolbar to start processing.



Batch Sales Order Processing screen

4. Choose options. Select or unselect the quantities, processing and printing checkboxes to suit the business requirements (click **Details** to provide further options as shown above).
5. Save Defaults. Click **Save as Default** to retain the batch settings (ie which optons are selected) for next time.

6 Process the sales order batch. Click **OK**.



Sales Order Warning Batch Processing

The **Sales Order Warnings** may appear if there are any problems with processing the order. This may include invoice dates outside the current period or processing orders other than sales orders (e.g. quotes or standing orders). If you choose to modify the order and continue the batch afterwards, click the icon in the toolbar to continue the batch.

Skills checklist

Tick the skills that you have learned in this unit.

Skills	✓
Search for a Sales Order	
Process Backorders	
Process Standing Orders	
Process Sales Order Batches	

Selling Bills of Materials

8

In this unit you will learn how to sell Bills of Materials.

By the end of this unit, you will be able to:

- Create a sales order using an Order Template
- Sell a Kit BOM
- Sell a Build BOM

Selling Bills of Materials

Bills of Materials (BOMs) can be established to sell a group of stock items under the one stock code or reference. There are three basic types of BOMs:

- Order Template
- Kit
- Build

Order Template BOM

- A simple product list for use with sales orders only. The BOM code is a shortcut to the product list, to save keying each product into the order. This can be helpful for establishing standard opening orders when dealing with resellers.
- Can be linked to a debtor account via the **Auto Order Template** field on the **Details2** tab. Each new sales order for that customer will be automatically populated with products from the template, and this is the completely editable.

Kit BOM

- Individual components are sold, and the BOM code is a shortcut code to the collection of components.
- Sold using a full stop in the stock code field (ie .CARCARE02) but is not ‘‘manufactured’’.

Build BOM

- All components are consumed in a transformation to make an output stock item which is then sold.
- The manufactured stock item is sold.

Establish an Auto Order Template

Once an order template BOM has been set up in the Bill of Materials screen it can be linked to a customer. When a sales order is generated for that customer the specified template will automatically populate the order and can be edited as required.

To set up an auto order template, go to the **Details2** tab of the debtor account and enter the ***name*** of the Order Template in the **Auto Order Template** field.

While only one Auto Order template can be specified per debtor, additional order templates can be added to the sales order once generated. Refer to *'Selling Kits and Order Templates'* on page 64 for more information.

Selling Kits and Order Templates

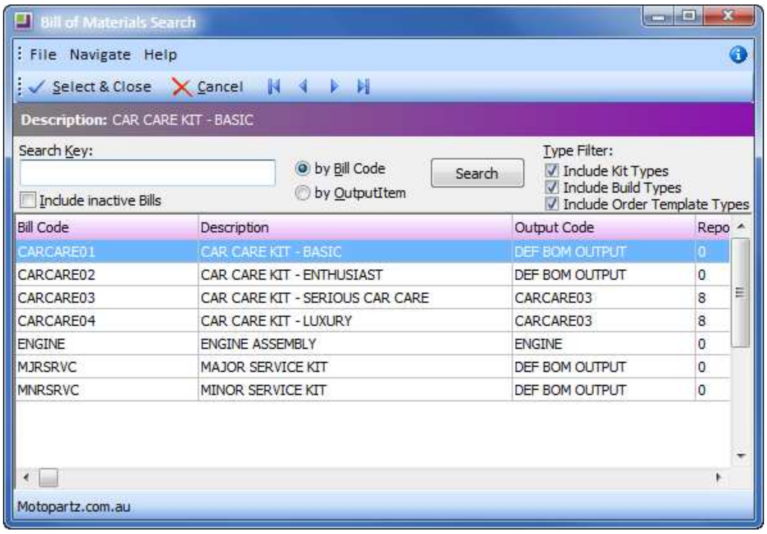
Kits and Order Templates need to be searched for using a full stop in the stock search field in order to recall the Bill of Materials search screen.

To sell Kits

1 Create New Sales Order. (**F4** and **New**), or

2 Create new Debtor Invoice (**F6** and **New**).

3 Search for the BOM (Bill of Materials) code. Put a **Fullstop** in the stock code column of the order/invoice and press **Enter**. This will display a list of current BOM's. Use filters in the Search key if required.



Bill of Materials Search Screen

4 Select BOM code. Double-click on the required **BOM Code** and press **Enter**.

- Order BOM. If the BOM is an order type and priced by product, it will simply enter the products (components) into the order/ invoice. These can then be edited individually as required (e.g. quantity, price, etc). If the BOM is priced by template it will put in a header record of the BOM Output code with the total price and list the components with no price.

- BOM Quantity. If it is a kit type, a dialog box will request a BOM Quantity. The order/invoice will then be populated with a header and component lines scaled by the requested quantity. These components can only be edited if your user profile allows. See your implementing partner.

- Price by Total. If the BOM is a Price By total then the system asks for confirmation of the total price. If the price is changed the difference will be spread pro-rata against the component items for recording the sale.

5 Click **Save**.

NOTE

To review sales of a kit you must look at the component stock items or generate reports that review BOM Headers/Components such as **Stock Sales By Debtor** or **Debtor Sales By Stock**.

Selling Build BOMs

There are a number of options for selling **Build BOMs** which can have varying implications for your database. It is probably best to discuss these options with your implementing partner to determine the best method for your organisation.

It is generally recommended that **Build BOMs** are sold using their output code (e.g. ENGINE) so that stock levels can be monitored and new items can be processed as appropriate.

Essentially the BUILD BOM is sold as a simple stock item and can be properly inventoried and tracked through the one stock code.

Skills checklist

Tick the skills that you have learned in this unit.

Skills	✓
Create a Sales Order using an Order Template	
Sell a Kit BOM	
Sell a Build BOM	

Reporting

9

This unit will list the reports related to Sales Orders.

By the end of this unit, you will be able to:

- List the available Sales reports
- Use the Sales Analysis Designer

Reports

EXO Business's reporting capacity is extensive and there is a vast number of standard reports available. In addition there are a number of tools which allow you to customise and design your own reports and forms as well as produce graphical analysis of information.

Available reports can be viewed via:

Clarity Report Browser

The **Clarity Report Browser** shows all available reports categorised into functional areas. Reports can be previewed, run or added to a user's menu as required.

Dashboard

The **Dashboard** enables each user to display data using widgets created in EXO Analytics.

Functional menu reports drop down

The functional menu reports drop down is located on the lower left hand corner of the main screens (ie Sales, Purchases, Stock, etc). The drop down will show reports that relate to the screen you are currently viewing. For example, on the **Sales** screen the reports drop down will show reports that relate to either **Sales**, **Sales Orders** or **Debtors**. Individual reports can be selected from the drop down menu.

EXO Analytics

EXO Analytics presents a customisable overview of the organisation's business status. It is intended for use by management to monitor business performance.

Sales Reports

The following lists the sales order and sales reports available via the Reports menu. While each company and every user has different requirements for reporting, the most commonly used reports have been highlighted. It is recommended that you review and get familiar with these reports.

- Sales Analysis Designer
- Profitability by Debtor by Account Group
- Profitability by Staff
- Sales Turnover by Debtor
- Sales Turnover by Debtor Group
- Sales by Staff
- Staff Sales by Stock
- Stock Group Sales
- Stock Sales by Debtor
- Back orders
- Sales order listing
- Debtor Sales by Stock
- Sales by Debtor
- Stock Sales
- Stock Sales by Debtor by Group
- Stock Sales by Debtor by Staff
- Stock Sales by Staff
- Stock Sales by Supplier
- Weekly Sales by Branches/Terminals
- Stock Sales Analysis (MTF/LYMTD Variance)
- Debtor by Location Sales (12 mth qty)
- Location Sales by Sales person (12 mth sales)
- Top Moving Stock Items by Supplier
- Sales Exception Report

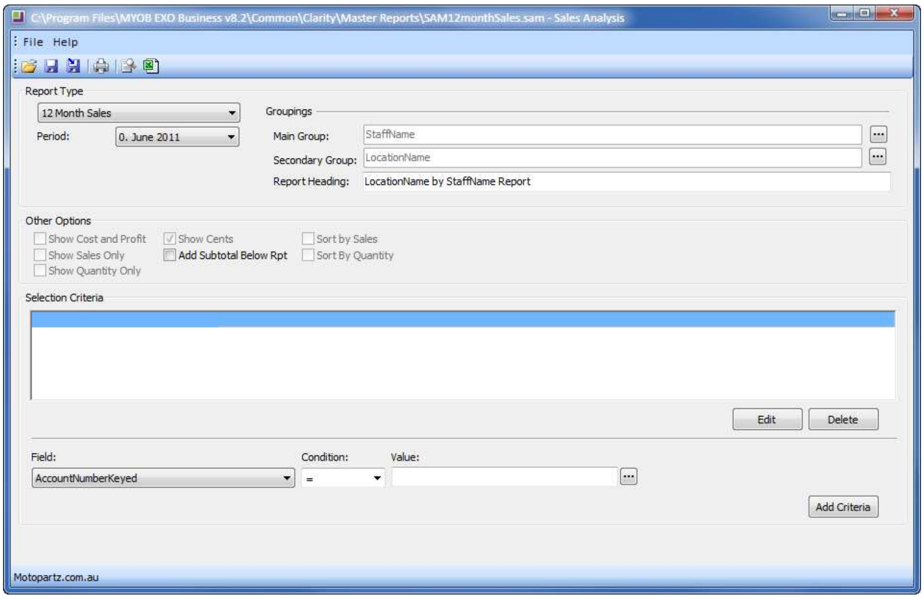
Sales Analysis Designer

The **Sales Analysis Designer** is found under the **Reports > Sales Reports** menu and allows you to create formats for and generate custom sales reports.

There are a number of standard report types that you can modify by changing how you sort the data (stock, debtors, creditors, primary and secondary groups) and by adding selection criteria (e.g. salesperson = David Smith).

Standard report types include:

- Period
- Date Range
- Group Percent
- Discounts
- 12 Month Quantity / 12 Month Sales
- 5 Weeks Quantity / 5 Weeks Sales



Sales Analysis Designer

The above settings will generate a report showing 12 month sales for each stock item by sales representative for the Sydney branch only (branch = 0).

Sales Analysis LocationName by StaffName Report
Sales from Period June 2011

Code	Description	Jul10	Aug10	Sep10	Oct10	Nov10	Dec10	Jan11	Feb11	Mar11	Apr11	May11	Jun11	Total
0.No Manager														
1	Sydney	0	0	0	0	0	61	943	0	0	0	0	0	**1,004**
2	Melbourne	0	0	0	0	0	0	0	0	0	0	0	308	**308**
4	Auckland	0	0	0	0	0	0	0	0	0	0	169	0	**169**
		0	0	0	0	0	61	943	0	0	0	169	308	**1,481**
1.BRIDGET FAIRWEATHER														
1	Sydney	1,587	8,358	2,852	2,555	6,354	12,613	5,989	4,158	7,407	19,829	7,305	106	**79,114**
2	Melbourne	0	0	0	0	0	0	0	0	0	6,082	199	0	**6,280**
3	Brisbane	516	0	0	0	0	0	0	120	0	0	0	0	**636**
4	Auckland	0	0	0	0	0	0	0	0	0	0	811	0	**811**
		2,104	8,358	2,852	2,555	6,354	12,613	5,989	4,278	7,407	25,911	8,315	106	**86,842**
2.DAVID CRANSTON														
1	Sydney	1,824	0	170	8,541	4,217	2,283	7,958	1,623	871	0	9,221	661	**37,368**
2	Melbourne	0	0	0	0	0	0	0	0	0	0	29	0	**29**
4	Auckland	0	0	0	0	0	0	0	0	0	0	0	384	**384**
		1,824	0	170	8,541	4,217	2,283	7,958	1,623	871	0	9,250	1,045	**37,781**

Sample Sales Analysis Design Report

Once customised, the report can be:

- Saved
- Saved as
- Printed
- Previewed, or
- Exported to Excel

If you are saving reports, remember to save them into the directory for all your other custom reports, often something like **MSSQL Masters >Variations**.

Some predefined reports are available by clicking on the **Open** icon in the toolbar of the **Sales Analysis Designer** screen. These can then be opened and used as is or modified as required.